



CITY OF RALEIGH

COMMUNITY SERVICES DEPARTMENT

Make a difference in your community!





The Raleigh Community Services Department follows a strategy known as “asset-based community development” as a way for people to play an active role in running their own communities. Instead of relying on government and other groups and organizations to lead the way, people in the community decide what is important for themselves. The Community Services Department offers guidance when requested.

What does “asset-based community development” mean?

It means that not only do members of a community participate in their own decisions but that they also draw on their own talents and resources – or “assets” – to make the community stronger. Everyone in the community – regardless of age, income, background or physical ability – has something to contribute.

When people mobilize their own assets, there are many benefits. Among them:

- Individuals feel respected and valued.
- Neighborhoods are healthy and self-supportive.
- Resources that might have been overlooked are used to their full potential.
- People are active participants, not passive consumers of services.
- Democracy is stronger, because people are more involved.

ABCD

Guiding Principles

1. Discovering Assets
2. Discovering What People Care About
3. Mobilizing Groups To Act
4. Recognizing Different Roles For People & Programs
5. Leading by Stepping Back

Community Services Department
310 West Martin Street, Suite 201
Post Office Box 590
Raleigh, NC 27602-0590
919-996-6100

Call Us!

To take part in any of the programs listed here or to learn more, call the Community Services Department at 919-996-6100 or go to www.raleighnc.gov/communityservices.

Improve Your Neighborhood

Nighborhood-Based Organizations

All across Raleigh, residents work together to improve and maintain the quality of life in their neighborhoods. They do so through organizations such as neighborhood associations, garden clubs, homeowners' associations, Community Watch programs and others. Specialists in the Community Services Department can help you form a neighborhood-based organization or learn about those already existing in your area.

Nighborhood Improvement Matching Funds

The City awards funds to neighborhood-based organizations for projects that strengthen and improve neighborhoods and enhance a sense of community. To receive funds, an organization provides matching resources, which can include a combination of fundraising, donations and volunteer labor.

Nighborhood Exchange

Each September, residents gather for the Neighborhood Exchange, with guest speakers and interactive programs that allow community members to share information. The Exchange covers a variety of topics to help you make your neighborhood a better place to live.



Raleigh Neighborhood Exchange Planning Committee



Raleigh Neighborhood College

Raleigh Neighborhood College

Learn about the services provided by Raleigh and Wake County through this series of classes. Students meet and interact with City and County staff and other residents. They also gain the tools to assist in improving and organizing their communities. Evening classes are held each spring and fall.

Neighborhood Registry

The Registry is the City's official list of neighborhood-based organizations. Being on the Registry helps improve communication between neighborhood groups and the City. In addition, organizations on the Registry are eligible to apply for Neighborhood Improvement Matching Funds.

Citizens Leadership Academy

The Academy is an educational series that helps participants discover leadership skills and knowledge. The program builds the leadership potential of people who wish to become more active participants in neighborhood and community organizations and in City government. Evening classes are held each spring and fall.

Hispanic-Latino Initiatives

The Community Services Department encourages members of the Hispanic-Latino community to participate fully in their neighborhoods. A community specialist is available to connect members of the community to services and programs.

Become a volunteer

City of Raleigh Volunteer Program

Volunteers serve in City departments and City-funded human service agencies. They assist in City offices, deliver meals to senior citizens and perform many other services. The Community Services Department can help find a volunteer opportunity that is personally rewarding for you.

Retired and Senior Volunteer Program (RSVP)

RSVP allows people who are 55 and older to contribute their time and talent to nearly 40 community agencies and organizations. Placements include state museums, health care centers, schools, libraries, nutrition centers and others. Whatever your interests and talents, the Community Services Department can help you find a meaningful volunteer opportunity.

Police Volunteer Program

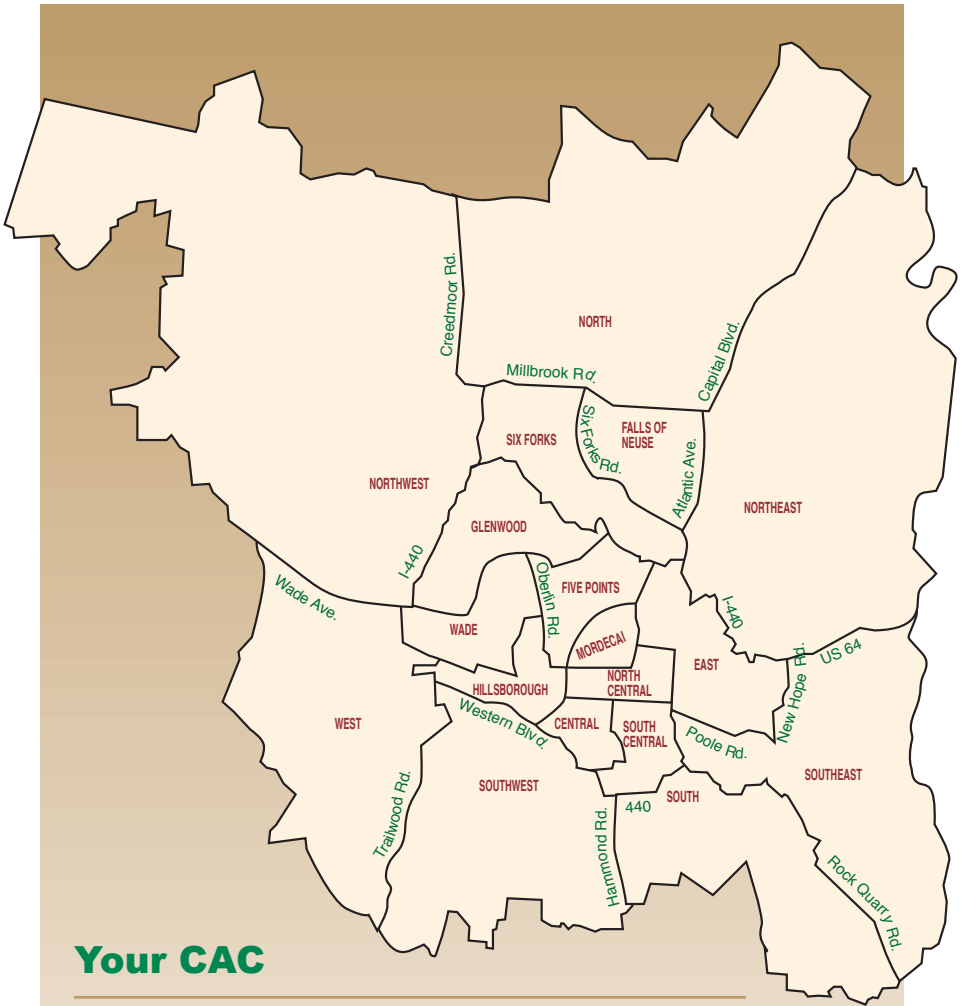
Volunteers provide assistance to the Police Department to free up officers for critical law enforcement work. Police volunteers perform office work, take crime reports by telephone, provide security patrols in parks and take part in crime prevention programs, among other duties. The Police Department provides uniforms for volunteers, who also receive training and are required to volunteer at least 15 hours a month.

Foster Grandparent Program

Foster Grandparents give children with special needs the individual attention they need to succeed in life. With the help of Foster Grandparents, children develop skills and gain confidence. Foster Grandparents are 55 and older, have limited income, love children and contribute an average of 20 hours a week. They receive orientation and training, a physical exam, supplemental insurance and help with meal and transportation costs. Those who qualify receive a small stipend.



Foster Grandparent



Your CAC

The City encourages you to be active in decisions affecting your community by participating in your local Citizens Advisory Council (CAC). Raleigh has 18 CACs, each representing a different region of the city. CAC leaders are volunteers who are elected by residents of the area they represent.

The CACs serve as a link between City government and neighborhoods. They distribute information to residents and solicit their views on local issues. In turn, the City Council relies on the CACs for advice on matters such as neighborhood quality, existing or new facilities and decisions on planning and zoning.

GET INVOLVED IN YOUR CAC

Did you know that you are automatically a voting member of a Citizens Advisory Council (CAC) if you live in Raleigh and are 18 or older? Participating in your CAC provides a way for you to get information about City government activities and gives you a say in decisions affecting your community.

CACs serve as advisory bodies to the Raleigh City Council, which takes the opinions of CACs into account on zoning, development and local services. Each CAC decides its own activities and priorities.

Each CAC holds regular meetings, and everyone is welcome to attend. The meetings provide a forum to share information about neighborhood improvement plans and other neighborhood affairs. At the meetings, CAC members discuss community issues and hold votes. The results of votes are presented to the City Council and other City officials.

Often City Council members attend CAC meetings to talk about important neighborhood issues. Police representatives usually attend CAC meetings to discuss crime trends and offer crime-prevention tips. Other City staffers attend CAC meetings to discuss how the City can assist with services such as sidewalk repairs, traffic calming and new signs.



East CAC Meeting

Get a summer job – and more

Summer Youth Employment Program

Through the Summer Youth Employment Program, the City hires young people, ages 14 to 18, for summer jobs that help them develop good work habits and prepare for further education and work experience. They receive training before starting their assignments and while they are on the job. Participants work 20 to 35 hours per week. They work in City offices, serve as camp counselors and assistants and perform light labor.

Life Skills Development

Many of the young people employed in the summer program also participate in Life Skills Development workshops throughout the year. The workshops help participants to develop leadership characteristics and other skills. They cover such topics as employment readiness, communication, budgeting, decision-making and conflict resolution. The workshops are open only to participants in the Summer Youth Employment Program.

Lunch with a Lawyer

Some Summer Youth employees take part in Lunch with a Lawyer, a partnership between the City and the Wake County Bar Association. Young people have lunch with local lawyers and often stay in touch with them throughout the year. The lawyers serve as adult mentors, providing guidance and advice to the young people as they consider their future careers.



Summer Youth Employees

Apply for a board or commission

A number of boards and commissions provide advice to the City Council. For information on how you can apply for appointment to the groups listed here or any other City board or commission that fits your interests, contact the City Clerk's office at 919-996-3040.

Fair Housing Hearing Board

The Fair Housing Hearing Board works to improve public awareness of a City ordinance against discrimination in housing opportunities on the basis of race, color, religion, family status, disability, national origin or sex. The board's education and outreach efforts include an annual Fair Housing Conference on issues related to housing and discrimination.

Mayor's Committee for Persons with Disabilities

The Committee helps people with disabilities to participate in the economic and social life of the community. The Committee promotes employment of people with disabilities and communicates their needs to local leaders and the public. The Committee also sponsors activities benefiting people with disabilities and their families.

Human Relations Commission

The Human Relations Commission promotes human dignity, equal opportunity and harmony among all Raleigh residents. It advises the City Council on human services and human rights.

Substance Abuse Advisory Commission

The Commission advises the City Council on ways to deal with substance abuse problems. The Commission advocates for a healthy community by promoting the prevention, intervention and treatment of alcohol, tobacco and other drug abuse.



*Prescription Pill
Drop-Off Event, sponsored
by the
Substance Abuse Advisory
Commission.*

Community Services can help

The Community Services Department offers a variety of programs to help people of every age and background become more active in their neighborhoods and the wider Raleigh community.

The mission of the Department is to promote and advance:

- Continuous quality-of-life improvements in neighborhoods and communities.
- Civic and community engagement for all of Raleigh's diverse citizenry.
- Positive youth development.
- Meaningful volunteer opportunities.

The Department helps individuals, groups and communities recognize their skills and assets, mobilizes people to take action on their own behalf and connects them to appropriate resources so they can achieve positive results for their neighborhoods and communities.



Community Services Team

Contact us

- Call the Community Services Department at 919-996-6100.
- Visit us on the web at www.raleighnc.gov/communityservices.
- Find us on Facebook at City of Raleigh Community Services Department.

Numbers to know

Animal Control	996-1449
Animals running loose.....	831-6311
Animals lost and found.....	772-3203
Abandoned vehicles on city streets.....	831-6311
Building permits.....	516-2495
Bus transportation.....	485-7433
City of Raleigh government information.....	996-3000
Crime prevention/community relations.....	996-3335
CrimeStoppers.....	834-4357
Garbage, recycling, yard waste.....	996-6890
Graffiti.....	996-6001
Household waste disposal.....	996-6890
Noise complaints.....	831-6311
Police information.....	996-3335
Potholes/street repair.....	996-6446
Progress Energy outage line.....	1-800-419-6356
Public nuisances (<i>overgrown grass/weeds/trash/debris/ abandoned vehicles on private property</i>).....	807-5110
Seasonal leaf collection.....	996-3720
Sidewalks damaged by tree roots.....	996-6825
Speed limit enforcement.....	996-3335
Storm drainage complaints.....	996-3940
Street signs, damaged or missing: <i>weekdays</i> ...	996-6608
<i>after 4 p.m. and weekends, holidays</i>	829-1930
Traffic signal malfunctions.....	996-3020
Traffic-calming program.....	516-2164
Wake County schools.....	850-1600
Water, sewer emergencies: <i>weekdays</i>	250-2737
<i>after 4 p.m. and weekends, holidays</i>	829-1930

Get Involved!

919-996-6100



Citizens Advisory Council Community Event

City of Raleigh

Community Services Department

Post Office Box 590

310 W. Martin St., Suite 201

Raleigh, North Carolina 27601

www.raleighnc.gov/communityservices